

Guam Association of REALTORS®
Supplement to the GAR Best Practices Guidelines
Revised 07/02/2020

The following procedures are a Supplement to the GAR Best Practices Guidelines dated June 11, 2020, as amended. All procedures in this supplement are mandatory, except for those items noted as “suggested”.

1) Resources

a) Property Entry Rules

- i) GAR to provide Property Entry Rules graphic design illustration to Agent. Addition of Agent and Broker information to the graphic design illustration is permitted in the area provided for the same.

ii) Property Entry Rules

- (a) All persons entering to provide a health declaration - **GAR FORM-PEAD**
- (b) Maintain social distancing – 6 feet from each other
- (c) Maximum # of persons (3) Including Agent inside property
- (d) Do not leave children unattended on tour
- (e) Minimize touching of objects, counters, appliances, etc.
- (f) Minimize exposure time – no more than 15 minutes
- (g) Face masks are required by all covering mouth and nose
- (h) Use hand sanitizer or wash hands with soap and water for 20 seconds or more

b) Screening Questions

- i) When conducting a verbal screening, ALL parties must confirm the following:
 - (a) You agree and understand that it is your responsibility to exercise care to protect yourself, such as assessing your own risks, which may include age, underlying health conditions, recent travel, possible exposure to COVID-19, doctor’s recommendations, local and Federal recommendations.
 - (b) You represent that
 - (i) to the best of your knowledge, you are not currently afflicted with, and have not knowingly, within the last 14 days, been in contact with someone afflicted with, COVID-19,
 - (ii) you are not experiencing a fever, or signs of respiratory illness such as cough, shortness of breath or difficulty breathing, or other COVID-19 symptoms and
 - (iii) you have not travelled outside of Guam within the last 14 days or have been in contact with someone who has travelled outside of Guam within the last 14 days.
 - (c) You believe that you are not likely to transmit or contract COVID-19.

c) Lockboxes

- i) All lockbox types are permitted. Supra is preferred.

d) Personal Protective Equipment (PPE) & Supplies

- i) Face masks are required to be worn by everyone that enters a property.
- ii) Gloves and shoe covers are suggested, and, if used a fresh set at every property.
- iii) Hand Sanitizer – Agents to bring hand sanitizer for use by the Agent and visitors.
- iv) Cleaning & Disinfecting Supplies – Agents to bring a supply of cleaning and disinfecting supplies to be used in the cleaning and disinfecting process at each property.

e) Property Entry Activity Log

- i) Agent to maintain an activity log of ALL persons that enter the property to include the property address, name of the party, phone number, email address if available and date and time of visit.

f) Forms And Notices

- i) **GAR Form PEAD and GAR Form RLA-CAA – Mandatory.**
- ii) **Property Entry Rules to be posted at all listed properties – Mandatory.**

g) Links & Additional Procedural References

- i) Centers for Disease Control and Prevention – How to Protect Yourself: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
- ii) Centers for Disease Control and Prevention – Cleaning and Disinfecting Your Home: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>
- iii) National Association of REALTORS (NAR) Coronavirus – A Guide for REALTORS® <https://www.nar.realtor/coronavirus-a-guide-for-realtors>

2) Education

- a) GAR to host **Mandatory** training
- b) Four classes to be held over two weeks
- c) Agents that have not completed training within two weeks from the first live class will be suspended from MLS privileges until such time as they have completed the make-up training to be scheduled by GAR. GAR may impose a \$100 fee for the makeup training since this will need to be specially proctored by GAR.
- d) Classes will include a required quiz to gauge comprehension.

3) Brokerage Office Procedures

- a) Face masks must be worn by Brokers, Agents, employees, and all visitors to a real estate office or when visiting properties. **NO FACE MASK, NO ENTRY**
- b) Hand sanitizers must be provided at the entrance to a real estate office and if available, at each Agent's desk.
- c) Employees, and Agents, must maintain at least six (6) feet of social distancing from each other and their customers and clients at all times.
- d) Doorknobs, tables, furniture, frequently touched surfaces, pens, and other instruments must be wiped and sanitized before and after each use.

- e) In-office sales meetings of any kind are prohibited. Meetings must be conducted by telephone or teleconferencing.
- f) Agents must go home to self-isolate if they experience any recognized symptoms of COVID-19. Any Agent who has experienced COVID-19 symptoms must test negative prior to returning to work.
- g) Bathrooms must be cleaned regularly throughout the day.
- h) All activities are by appointment only.
- i) Physical open houses are prohibited. Virtual open houses are permitted.
- j) Agents/Brokers may refer to additional guidance offered by the National Association of REALTORS (NAR) and the Centers for Disease Control and Prevention (CDC).

4) Listing Agent Procedures

- a) Mandatory GAR Form RLA-CAA - Listing Agreement Coronavirus Addendum or Amendment is required for all Active and Pending listings.
- b) Initial Listing Setup:
 - i) Seller/Landlord to complete **mandatory GAR Form RLA-CAA - Listing Agreement Coronavirus Addendum or Amendment**. Listing Agent to retain in their files as directed by their Broker.
 - ii) Seller/Landlord to complete **mandatory GAR Form PEAD - Coronavirus Property Entry Advisory and Declaration**. Listing Agent to retain in their files as directed by their Broker.
 - iii) Check with Homeowners Association (HOA) for any additional rules and procedures regarding COVID-19. Note these in the MLS and remind Showing Agents.
 - iv) Post Property Entry Rules on the door of entry if vacant or at an appropriate visible location if occupied. Suggest posting rules in multiple locations within the property as a reminder.
 - v) Place Agent prepared "DO NOT TOUCH" notices on objects, counters, appliances, etc.
 - vi) Place Agent prepared "DO NOT USE" notices on all toilets (or urinals as appropriate)
 - vii) Clean and sanitize the property according to the guidelines stated in "Centers for Disease Control and Prevention – Cleaning and Disinfecting Your Home"
 - (a) For vacant properties:
 - (i) Listing Agent to perform cleaning and disinfecting.
 - (b) For occupied properties:
 - (i) Provide a copy of the guidelines "Centers for Disease Control and Prevention – Cleaning and Disinfecting Your Home" to the occupant(s) at the commencement of the listing and remind them to prepare the property accordingly for showings.
 - viii) At completion of preparation of the property, and for properties accessed with lockboxes:
 - i) For Supra lockboxes:

- (a) Assign the Supra lockbox to the property in the MLS.
- (b) Suggest using Call Before Showing (CBS) feature.
- (c) Suggest using Request Feedback feature.

ii) For ALL lockboxes:

- (a) Wipe and install lockbox.
- (b) Wipe keys, place in lockbox and secure.

c) Listing Agent Servicing

- i) Periodically clean and disinfect the property based on showing activity.

d) Upon Request for Showings of Occupied Properties

- i) Listing Agent to verbally screen ALL occupants of the property
 - i) Note results of screening in your listing notes.
 - ii) If any do not pass screening, then do not schedule showing.
 - iii) If all pass, then continue scheduling the showing.
- ii) Occupant(s) to clean and disinfect upon Listing Agent's notice of a showing. Listing Agent to make note of date/time of confirmation of cleaning and disinfecting in listing record.

e) At Termination of Listing

- i) Clean and disinfect the property
- ii) Remove all signage
- iii) Remove the lockbox if applicable

5) Showing Agent Procedures

a) Pre-Showing Procedures

- i) Showing Agent conducts a verbal screening of all parties that will be attending the showing(s) within the next 24 hours. If passed, then schedule showing. If not passed, do not schedule showing.
- ii) Showing Agent to provide buyer/tenant with a **SAMPLE** copy of **mandatory - GAR Form PEAD - Coronavirus Property Entry Advisory and Declaration** and advise this form will be required to be completed by all parties, 18 years and older, for EACH property on tour.
- iii) Showing Agent reminds buyer/tenant of:
 - i) Property Entry Rules
- iv) Showing Agent contacts Listing Agent to:
 - i) Inform Listing Agent that buyer/tenant has passed COVID-19 screening and confirm showing time.
 - ii) If Occupied:
 - (a) Confirm with Listing Agent that occupant(s) has/have passed COVID-19 verbal screening within the past 24 hours. Listing Agent may need to verbally screen the occupant(s) if the screen was not done within the past

24 hours. If not passed, do not show.

(b) Prior to the showing, the occupant(s) will need to prepare the property for showing according to “Centers for Disease Control and Prevention – Cleaning and Disinfecting Your Home” guidelines.

(c) Have occupant(s) turn the lights on and open interior doors, drapes/blinds prior to the showing.

v) Access to Property:

i) For vacant and occupied properties, contact Listing Agent to inform them of the showing schedule per MLS rules and:

(a) If Supra, and Call Before Showing is enabled, obtain the CBS code.

(b) If another type of lockbox, obtain lockbox code or instructions to open.

(c) If no lockbox used, then Showing Agent to secure keys from the Listing Agent.

b) Showing Agent Instructions For Every Property

i) Prior to entry to the property:

i) All parties over the age of 18, including the Agent, must complete **mandatory GAR Form PEAD - Coronavirus Property Entry Advisory and Declaration**. Showing Agent to retain in their files as directed by their Broker.

ii) Showing Agent to log all parties on the showing in the Property Entry Activity Log.

iii) All parties to follow all posted Property Entry Rules and Notices.

iv) All parties to put on face masks.

ii) Prior to buyer/tenant entering the property the Showing Agent to:

i) Enter the property with keys provided from the lockbox or the Listing Agent. If lockbox, then Agent wipes the lockbox with sanitizing wipes, opens lockbox and sanitizes keys that are used to access the property.

ii) If Vacant:

(a) Agent to clean and disinfect the property.

iii) If Occupied:

(a) Occupant(s) of the property must have already completed the cleaning and disinfecting prior to confirmation of showing time/date. For occupied properties that were NOT properly prepared, the Showing Agent may do the same at their sole discretion prior to the buyer/tenant entering the property or cancel the showing.

iii) Showing Agent and buyer/tenant to conduct the tour of the property, minimizing showing time —suggested no more than 15 minutes.

iv) Upon Completion of the Showing

i) For Vacant Properties:

(a) Showing Agent to complete cleaning and disinfecting.

ii) For Occupied Properties:

(a) Showing Agent to wipe down all items, including door knobs, touched by the

- buyer/tenant and Showing Agent.
 - (b) For properties accessed with lockbox
 - (i) Showing Agent to sanitize the keys and the outside of the lockbox, and place keys in the lockbox and secure.
 - iii) Showing Agent and buyer/tenant to clean hands with soap and water, for 20 seconds or more, or use hand sanitizer.
- 6) Third Party Inspectors, Appraisers, Contractors and Others
- a) Pre-Visit Procedures
 - i) Agent scheduling the work to:
 - (a) Conduct a verbal screening of all parties that will be visiting the property within the next 24 hours. If passed, then schedule work. If not passed, do not schedule work.
 - (b) Inform Third Party of any Homeowners Association (HOA) additional rules and procedures regarding COVID-19.
 - (c) Provide Third Party with a **SAMPLE** copy of **mandatory GAR Form PEAD, Coronavirus Property Entry Advisory and Declaration** and advise this form will be required to be completed, and returned to the Scheduling Agent, prior to the Third Party's entry to the property.
 - (d) Schedule the Third Party visit to the property.
 - (e) Remind Third Party of Property Entry Rules
 - (f) Provide access information for the property to the Third Party.
 - b) Entering the Property
 - i) Prior to entry to the property:
 - (a) All parties, over the age of 18, including the Third Party, must complete **mandatory GAR Form PEAD - Coronavirus Property Entry Advisory and Declaration**. Third Party to provide Scheduling Agent with copies of all completed PEAD forms. Scheduling Agent to retain as directed by their Broker.
 - (b) Third Party to notify Scheduling Agent of all parties visiting the property in order for Scheduling Agent to update their Property Entry Activity Log.
 - (c) All parties must put on face masks.
 - ii) Access
 - (a) Lockbox
 - (i) If a lockbox is used, Third Party to wipe the lockbox with sanitizing wipes, open the lockbox and sanitize keys that are used to access the property.
 - (b) Third Party unlocks the property with keys from the lockbox or keys from the Scheduling Agent.
 - iii) Pre Work Requirements
 - (a) Follow all posted Property Entry Rules and Notices
 - (b) If Vacant:
 - (i) Third Party performs cleaning and disinfecting of the property.

(c) If Occupied:

- (i) Occupant(s) of the property must have already completed the cleaning and disinfecting of the property prior to confirmation of the date/time for Third Party to enter the property. For occupied properties that were NOT properly prepared, the Third Party may do the same at their sole discretion or cancel their visit to the property.

(d) Third Party to complete their work, minimizing time at the property.

c) Upon Completion of the Third Party Work

i) For Vacant Properties:

- (a) Third Party to complete cleaning and disinfecting.

ii) For Occupied Properties:

- (a) Third Party to wipe down all items, including door knobs, touched by the Third Party.

iii) For properties accessed with lockbox:

- (a) Third Party to sanitize the keys and outside of the lockbox, and place keys in the lockbox and secure.

iv) Third Party to clean hands with soap and water, for 20 seconds or more, or use hand sanitizer.